

South Dakota Department of Social Services CERTIFICATE OF LICENSE

as a

CHILD WELFARE AGENCY

This is to certify that Lutheran Social Services-New Alternatives is hereby granted this license to conduct and maintain a Independent Living Preparation Program located at 120 Philadelphia Street, Rapid City, SD 57701 for the period from June 1, 2020 to May 31, 2021.

This facility satisfactorily complies with requirements of the South Dakota Compiled Laws of 1967, Sections 26-6-1 through 26-6-27 and the Child Care Standards as established by the South Dakota Department of Social Services. This license is subject to revocation for reasonable cause as cited in SDCL 1967; Section 26-6-23.
Issued this 19th day of May, 2020.



License Number R 23001

Virginia Wieseler
CPS Division Director

Department of Social Services
Child Protection Services
700 Governors Drive
Pierre, S.D. 57501-2291
605-773-3227

**INITIAL INVESTIGATION REPORT AND LICENSING STUDY
INDEPENDENT LIVING PREPARATION PROGRAMS
ARSD 67:42:01, 67:42:13**

AGENCY NAME: Lutheran Social Services-New Alternatives (R23001)

DIRECTOR: Amber Kemp

1. Licensing Requirements - SDCL 26-6-11

A. The following have been submitted to the Department:	<u>YES</u>	<u>NO</u>
1. Application materials for license.	<u>J</u>	<u> </u>
2. Documentation of need.	<u>J</u>	<u> </u>
3. Documentation that supervising agency is currently licensed as a Child Placement Agency, Group Care Center for Minors or a Residential Treatment Center.	<u>J</u>	<u> </u>
B. A statement of compliance with the Civil Rights Act of 1964 is included in the agency's policies or has been submitted to the Department.	<u>J</u>	<u> </u>

Comments:

An application for licensure of Lutheran Social Services to operate New Alternatives as an Independent Living Preparation Program, dated April 17, 2020 is on file in the licensing record. It contains a signed statement of compliance with the Civil Rights Act of 1964.

Lutheran Social Services New Alternatives was licensed in June of 2015 in response to an RFP by the Department of Social Services seeking proposals to develop a program with a target population of 12 individuals who have reached the age of majority with serious mental health issues who have resided in out of home placement and are now transitioning into adult hood. The program provides housing; mental health services and support services targeted to assisting the young adult develop independent living skills. The program emphasizes employment, independent living skills and developing community support systems.

2. Agency Responsibilities – SDCL 26-6-11

	<u>YES</u>	<u>NO</u>
A. The building and equipment needs of the organization are adequately met.	<u>J</u>	<u> </u>
B. The agency has sufficient funds to meet the needs of participants in the program.	<u>J</u>	<u> </u>

Comments:

Participants reside at 120 Philadelphia Street, Rapid City, South Dakota which was formerly Lutheran Social Services-Stepping Stones. The location offers six apartments which feature two bedrooms as well as on-site staff offices. The site went over extensive remodeling prior to opening in 2015 and they have continued to make improvements to the site. Facilities are deemed to be adequately furnished and maintained to provide for the needs of the participants and program objectives.

3. Insurance - 67:42:01:35

	<u>YES</u>	<u>NO</u>
A. Vehicles used to transport clients have appropriate passenger liability insurance.	<u>J</u>	<u> </u>
B. The agency carries public liability insurance.	<u>J</u>	<u> </u>

Comments:

Auto liability, commercial general liability, and umbrella liability coverage is purchased from Philadelphia Indemnity Insurance Company, policy number PHPK2001362. Copies of Certificates of Liability Insurance

verifying coverage through July 1, 2020 were submitted with the application for license renewal.

The agency is aware of the licensing requirements that agency employees who use their own vehicles to transport participants must assure that proof of insurance that covers participants being transported is included in the employee personnel record.

4. Accounting Systems - 67:42:01:34

YES

NO

A. An audit of the accounts has been done in the past year by a CPA.

✓

Comments:

An audit of Lutheran Social Services of South Dakota, Inc. and Consolidated Affiliates financial statements for the period ending June 30, 2019 and 2018 was completed by Eide Bailly LLP, CPA's on October 25, 2019. A copy was submitted with the application materials.

5. Staff Qualifications - 67:42:07:02, 67:42:07:07, 67:42:08:02, 67:42:09:07, 67:42:09:07.01, 67:42:09:08

A. Program Director

YES

NO

1. Bachelor's degree in an accredited behavioral or social science area or equivalency and two years of relevant alternative child care experience if supervising agency is a group care center for minors; or

✓

2. Masters degree in an accredited behavioral or social science area and two years of relevant alternative child care experience, or a bachelors degree and four years experience if supervising agency is a residential treatment center; or

✓

3. Social work associate who works under supervision of a certified social worker or individual qualified to supervise a CSW-PIP candidate, who has two years administrative or supervisory experience, if supervising agency is a child placement agency.

✓

Comments:

Amber Kemp, took over as the New Alternatives Program Director in November of 2018. Amber has a Master's Degree of Science in Agency Counseling and Human Resource Development.

Brittany Elrod (BSW, SWA #4826, exp. 12/31/21) has been employed as the New Alternatives Case Manager since 04/23/2018.

B. Other Staff

YES

NO

1. For a program supervised by a group or residential center, if under age twenty-one, is under direct supervision of an experienced staff; and 3 years older than any youth supervised.

N/A

2. Meet the qualifications of child care or social work staff for the supervising agency.

✓

Comments:

In addition to the Program Director and Case Manager the facility employs eight direct support staff.

6. Supervision Requirements - 67:43:07:03, 67:42:08:03, 67:42:13:06, 67:42:13:07

YES

NO

A. Appropriate staff/child ratios are observed for programs located in the same living unit at a group care center or residential treatment center.

N/A

- B. No more than four participants are placed together in an off-site living unit.

✓

- C. Participants meet with their supervisor at least once every two weeks with at least a monthly meeting in their living environment.

✓

Documentation of supervision includes:

1. No reasonable cause to believe the residence or life style presents a risk to the participants health or safety;
2. The participant is receiving necessary medical care;
3. The treatment program provides for appropriate and sufficient services for the participant.

✓

✓

✓

- D. Arrangements made for substitute staff during vacations, illness, or off-duty time of regular staff.

✓

Comments:

Lutheran Social Services written procedures relating to supervision requirements are in compliance with licensing rules. The program description states there will be a 1:6 staff-to-youth ratio during days (this includes the Case Manager along with direct care staff, does not include the Program Director in the ratio) and early evenings on weekdays, and a 1:12 staff-to-youth ratio (direct care staff only) during late evenings and weekends. Staff check in with each youth at least once per day with check ins planned with all youth present during each shift. The New Alternatives commons apartment provides additional opportunities for staff to have informal contacts and coaching opportunities with youth. Interviews with residents in the program indicated that they have contact with staff on a daily basis and that contact usually occurs multiple times per day.

7. Personnel Records - 67:42:07:07, 67:42:07:08, 67:42:07:09, 67:42:09:08.11, 67:42:09:11

- A. Personnel records are maintained and contain the following:

YES

NO

1. Resume or application that includes educational background, personal, and employment history.
2. Job description.
3. Annual Performance Appraisal.
4. Verification of contact with at least three former employers or professional references if former employers not available.
5. Verification of screening for substantiated reports of child abuse or neglect.
6. Verification of submission of finger prints to DCI within fourteen days of employment.
7. Verification of sex offender registry checks.

✓

✓

✓

✓

✓

✓

✓

Comments:

Lutheran Social Services written procedures relating to personnel records are in compliance with licensing rules. The agency is licensed to serve adults above the age of eighteen and does not serve children under the age of 18 at this time.

8. <u>Inservice Training</u> - 67:42:07:04, 67:42:08:04, 67:42:09:10	<u>YES</u>	<u>NO</u>
A. There is a written plan for orientation and training for staff and volunteers.	<u>✓</u>	<u> </u>
B. Each employee has a documented record of an initial orientation to the agency within one month of the date of hire that includes the facility's functions, services, community resources and specific job functions.	<u>✓</u>	<u> </u>
C. Each employee has a documented record of at least the minimum number of hours of annual in-service training as required for staff of the supervising agency or facility.	<u>✓</u>	<u> </u>
D. Each employee receives in-service training during the first year of employment that includes all of the areas required in 67:42:07:04 or 67:42:09:10.	<u>✓</u>	<u> </u>
E. Training for all employees after the first year of employment is determined by an annual evaluation and is competency based.	<u>✓</u>	<u> </u>

Comments:

Lutheran Social Services written procedures relating to in-service training are in compliance with licensing rules.

9. <u>Reporting Suspected Child Abuse or Neglect and Changes in Circumstances</u> - 67:42:01:12, 67:42:07:05, 67:42:07:15, 67:42:07:16	<u>YES</u>	<u>NO</u>
A. Each employee is aware of the requirement to immediately report incidents of suspected child abuse or neglect.	<u>✓</u>	<u> </u>
B. The facility is aware of its need to report any changes of circumstances that may affect its licensed status.	<u>✓</u>	<u> </u>

Comments:

Lutheran Social Services written procedures relating to reporting of suspected incidents of child abuse or neglect are in compliance with licensing rules. New Alternatives does not serve children under the age of eighteen.

10. <u>Treatment</u> - 67:42:01:01(3), 67:42:01:21, 67:42:13:03, 67:42:13:04, 67:42:13:05, 67:42:13:08	<u>YES</u>	<u>NO</u>
A. There are written procedures relating to:		
1. Criteria used to select participants in the program.	<u>✓</u>	<u> </u>
2. The approach used to assess the appropriateness of the placement.	<u>✓</u>	<u> </u>
3. The nature and frequency of supervision provided to participants.	<u>✓</u>	<u> </u>
4. Services available to participants.	<u>✓</u>	<u> </u>
5. An explanation of living environments provided by the program.	<u>✓</u>	<u> </u>
6. The crisis response system ensuring participant's 24-hour access to program personnel.	<u>✓</u>	<u> </u>
B. A full assessment of participant's life skills is completed prior to placement.	<u>✓</u>	<u> </u>
C. Case records are maintained and include the following:		
1. Face sheet/application form with identifying information.	<u>✓</u>	<u> </u>
2. A copy of the assessment of the participant's life skills.	<u>✓</u>	<u> </u>

3.	Case service plan is signed and involves the placing agency, adolescent, ILPP and parent or guardian.	<u>✓</u>	<u> </u>
4.	Case service plans are established within 14 days of placement.	<u>✓</u>	<u> </u>
5.	Case service plans state roles and responsibilities, goals and services, financial plan, and projected length of stay.	<u>✓</u>	<u> </u>
6.	Case service plan is reviewed and updated and progress reports are submitted to placement agency every three months.	<u>✓</u>	<u> </u>
7.	Documentation of Supervision.	<u>✓</u>	<u> </u>
8.	A signed authorization for medical care.	<u>✓</u>	<u> </u>
9.	Residents are provided training in emergency procedures.	<u>✓</u>	<u> </u>
D.	Records are kept in a locked file.	<u>✓</u>	<u> </u>
E.	The interstate compact administrator has been contacted before acceptance of an out-of-state child.	<u>✓</u>	<u> </u>

Comments:

The program description states the program director and case manager will work with DSS to receive referrals, gain approval from Division of Behavioral Health and gather information about the transiting youth. There will be crisis assessment and intervention addressed through a 24 –hour staffing plan, collaboration with the community mental health center, and staff training. The program director and case manager will work with each youth to develop the youth’s individual treatment plan, which will include accessing the adult health care system, including outpatient psychiatric medication evaluations and monitoring outpatient mental health services, preventative medical and dental care, and outpatient substance abuse treatment when necessary.

No restraints are used; if a youth is presenting an imminent danger to him/herself or others, staff call law enforcement. Mental health crisis assessment and intervention is directed to Qualified Mental Health Professionals (QMHP) at the Crisis Care Center or Behavior Management Systems on-call, or to the hospital emergency room. An on-call Lutheran Social Services mental health counselor with QMHP status is available 24 hours a day as backup.

New Alternatives has one full-time case manager who focuses on working with youth to assist them in gaining access to needed services and supports in the community. The case manager liaisons with BMS, Addiction Recovery Centers of the Black Hills, and the community health clinic to help coordinate initial and ongoing services. Intensive case management can include weekly one-to-one individualized support sessions; daily check-ins; groups related to psychological skill development, problem-solving, and independent livings skills educations; and real-time independent living coaching. The case manager coordinates team interventions which can include the program nurse, direct care staff, outpatient mental health counselors, psychiatrist, and substance abuse counselors.

Outpatient psychiatric treatment related to medication evaluation and monitoring and outpatient psychotherapy services are provided through an agreement with Behavior Management Systems. Substance Abuse Services are provided through an agreement with Addiction Recovery Centers of the Black Hills.

Educational opportunities are offered through the Rapid City Area School District, GED training through the Career Learning Center of the Black Hills, vocational training through Western Dakota Technical Institute, through attending one of the several higher education opportunities available in Rapid City, accessing vocational rehabilitation services, or pursuing resources available through the South Dakota Department of Labor and Regulations.

11.	<u>Volunteers</u> - 67:42:07:14, 67:42:09:09	<u>YES</u>	<u>NO</u>
A.	Have a written job description with specific responsibilities.	<u>✓</u>	<u> </u>
B.	Supervised and evaluated by an experienced staff member.	<u>✓</u>	<u> </u>

C. Three documented unrelated references.	<u>✓</u>	<u> </u>
D. Screening for substantiated reports of child abuse or neglect.	<u>✓</u>	<u> </u>
E. Criminal record checks completed if appropriate.	<u>✓</u>	<u> </u>
H. Documented orientation.	<u>✓</u>	<u> </u>
I. Documented inservice training as per requirements for supervising agency.	<u>✓</u>	<u> </u>
J. Informed of obligation to report suspected CA/N.	<u>✓</u>	<u> </u>
K. Verification of sex offender registry checks.	<u>✓</u>	<u> </u>

Comments:

New Alternatives did not use volunteers in the last year.

12. <u>Physical Facility</u> - 67:42:07:11, 67:42:07:12, 67:42:13:07	<u>YES</u>	<u>NO</u>
A. Off-site facilities meet the requirements of 67:42:13:07.	<u>✓</u>	<u> </u>
B. There is a current approved fire inspection for the supervising agency when living environment is on-site.	<u>NA</u>	<u> </u>
C. There is a current approved health inspection for the supervising agency when living environment is on-site.	<u>NA</u>	<u> </u>
D. A fire escape plan is posted.	<u>✓</u>	<u> </u>
E. Each participant has his own bed.	<u>✓</u>	<u> </u>

Comments:

Living arrangements are not located in a licensed group or residential program so are considered off-site facilities and the program is overseen by the LSS Licensed Child Placement Agency.

13. Recommendations:

New Alternatives Intensive Independent Living Program has been found to be in substantial compliance with licensing rules and has indicated the intent to continue compliance. An on-site visit was not conducted due to COVID-19 restrictions.

It is recommended that a satisfactory license be issued to Lutheran Social Services to operate an Independent Living Preparation Program in Rapid City, South Dakota to provide services for youth ages eighteen to twenty-one years.

Completed By: Kevin Kanta 05/19/20
Kevin Kanta, Program Specialist

Date of On-Site Visit: NA